

In the Specification:

On Page 4, please replace the last paragraph with the following amended paragraph:

FIGs. ~~1A and 1B~~ 1A through 1E illustrate a flow diagram of the preferred embodiment for determining instantaneous call quality.

On page 5, please replace the first paragraph with the following amended paragraph:

~~FIG. 2A and 2B~~ FIGs. 2A through 2C illustrate a flow diagram of the preferred embodiment for determining the total call quality.

On page 10, please replace the first full paragraph with the following amended paragraph:

Referring now to FIGs ~~1A and 1B~~ 1A-1E, a flow diagram 100 of the preferred embodiment for reporting instantaneous call quality is illustrated. This process can be called by an operator for display or called for a process for reporting total call quality as described below. The process begins at the start step referenced by 102. When the 5-second interval has passed, the call list is collected 104 from the network analyzer 512. Calls in the call list are transitioned by use of a pointer, as known in creating databases. The call list is stored in a memory device such as memory storage on the network device or computer-readable medium.

On Page 14, please replace the first paragraph with the following amended paragraph:

Referring now to FIGs. ~~2A and 2B~~ 2A-2C, a flow diagram 200 of the preferred embodiment for determining the total quality of a call is illustrated. The process starts at step 202. Next, a pointer for the call list points to the first message for the call 204. The messages for the call are transitioned to determine whether all the messages are inactive 206. If all messages for the call are not inactive or a BYE is received, then the call quality will not be determined 208. Otherwise, the next step is step 210.